

REMARKS

The specification has been amended to correct minor errors. A marked up version of the amended paragraphs of the specification is attached hereto pursuant to 37 C.F.R. § 1.121(b)(iii). Claims 1-3 and 6-8 have been amended for clarity. A marked up version of the amended claims is also attached hereto pursuant to 37 C.F.R. § 1.121(c)(ii). New claims 17-22 have been added. Claims 4, 5 and 9-16 remain unchanged. Thus, claims 1-22 are presently pending in this application for consideration.

The amendments to the present application are made to place the application in better form and to place the application in condition for allowance. No new matter has been added. Entry and consideration of these amendments prior to the first Office Action are respectfully requested.

If for any reason the Examiner finds the application other than in condition for allowance, the Examiner is requested to call the undersigned attorney at Los Angeles, California telephone number (213) 337-6742 to discuss the steps necessary for placing the application in condition for allowance.

If there are any fees due in connection with the filing of this response, please charge the fees to our Deposit Account No. 50-1314.

Respectfully submitted,

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Date: September 20, 2002

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Version with markings to show changes made:

IN THE SPECIFICATION:

Please replace the paragraph on page 3 starting at line 11 with the following text:

It is therefore an [object] advantage of the present invention to provide a technique to assist a customer enterprise to easily check whether its equipment requires maintenance work or not. Another [object] advantage is to provide a technique that assists equipment maintenance service enterprise to propose service contents which can be offered, and customer to order maintenance work that can easily be performed. Still another [object] advantage is to provide information for the customer to determine whether maintenance work is required or not and a technique for the customer to determine objectively which equipment maintenance service enterprise is offering maintenance work most appropriate and to order maintenance service at the most possible low cost.

Please replace the paragraph on page 3, starting at line 25 through page 4, line 17 with the following text:

In order to solve the first problem, the first invention provides an equipment maintenance work assisting method using a maintenance work assisting server which can be connected to customer systems via a network so as to assist the customer systems. For this, the server accepts and stores a maintenance service content which a customer has specified from the customer system and information indicating a range that can be disclosed about a customer equipment. Moreover, the server fetches and analyzes equipment information about the customer equipment according to a maintenance service content which has been loaded from the customer system, and deciding whether a condition for performing maintenance is satisfied [; and when]. When it is decided that the maintenance is required, the server creates a maintenance service assisting program that can be used for

maintenance order and that includes information serving as a basis to determine that the maintenance is required and information required for maintenance order, and transmitting the program to the customer via the network.

Please replace the paragraph on page 6, starting at line 14, with the following text:

Additionally, the first and second invention may further [comprise steps of:] include accepting, in addition to the maintenance service content to be received by the customer, further equipment information of the customer equipment that can be disclosed, and creating and storing statistical data about the equipment maintenance; and transmitting the statistical data to a customer system which has made a request for the data.

Please replace the paragraph on page 6, starting at line 22 and ending on page 7, line 3, with the following text:

Moreover, the second and third inventions may further [comprise steps of:] include accepting, in addition to the maintenance service content to be received by the customer, equipment information of the [of the] customer equipment which can be disclosed as information and creating statistical data concerning the equipment maintenance; and upon reception of a request from an equipment maintenance service enterprise, transmitting the statistical data to the equipment maintenance service enterprise system.

Please replace the paragraph on page 7, starting at line 4 with the following text:

Other [objects,] features and advantages of the invention will become apparent from the following description of the embodiments of the invention taken in conjunction with the accompanying drawings.

**IN THE ABSTRACT:**

Please amend the original Abstract of the Disclosure as indicated below.

[The system includes: an equipment data recording block 313 for recording one or more than one equipment information; a profile recording block 312 for storing a customer profile describing a customer request; an analysis block 311 for analyzing the equipment data recorded in the equipment data recording block 313, according to the customer profile, and creating a maintenance service assisting program and a maintenance enterprise assisting program; and a communication block 314 for transmitting the maintenance service assisting program to the customer, and the maintenance enterprise assisting program to the maintenance enterprise.] The present invention provides an equipment maintenance work assisting method including accepting and storing a maintenance service content which a customer has specified from a customer system and information indicating a range that can be disclosed about a customer equipment. The method also includes fetching and analyzing equipment information about the customer equipment according to the maintenance service content which has been loaded from the customer system, to decide whether a condition for performing maintenance is satisfied. When it is decided that the maintenance is required, a maintenance service assisting program is created that can be used for maintenance order and that includes information serving as a basis to determine that the maintenance is required and information required for maintenance order, and the program is transmitted to the customer via a network.

**IN THE CLAIMS:**

Please replace the text of claims 1-3, 6-8 with the following text:

1. (Once Amended) An equipment maintenance work assisting method [using a maintenance work assisting server which can be connected to customer systems via a network so as to assist the customer systems, said method] comprising [the steps of]:

accepting and storing a maintenance service content which a customer has specified from [the] a customer system and information indicating a range that can be disclosed about a customer equipment;

fetching and analyzing equipment information about the customer equipment according to [a] the maintenance service content which has been loaded from the customer system, to decide whether a condition for performing maintenance is satisfied; and

when it is decided that the maintenance is required, creating a maintenance service assisting program that can be used for maintenance order and that includes information serving as a basis to determine that the maintenance is required and information required for maintenance order, and transmitting the program to the customer via [the] a network.

2. (Once Amended) An equipment maintenance work assisting method [using a maintenance work assisting server which can be connected to equipment maintenance service enterprise systems, said method] comprising [the steps of]:

accepting and storing an available maintenance work menu from [the] respective equipment maintenance service enterprise systems; and

when a maintenance order from a customer system to an equipment maintenance service enterprise is accepted, creating a maintenance enterprise assisting program that includes information required for fetching the equipment information of [the] a customer which has made the maintenance order and can be used for maintenance work and transmitting the program to the equipment maintenance service enterprise via [the] a network.

3. (Once Amended) An equipment maintenance work assisting method [using a maintenance work assisting server which can be connected to customer systems and equipment maintenance service enterprise systems via a network as to

assist customer system and equipment maintenance service enterprise systems, said method] comprising [the steps of]:

accepting and storing a maintenance service content which a customer has specified from [the] a customer system and information indicating a range that can be disclosed about a customer equipment;

accepting and storing an available maintenance work menu from [the] respective equipment maintenance service enterprises;

fetching and analyzing equipment information about the customer equipment according to a maintenance service content which has been loaded from the customer system, and deciding whether a condition for performing maintenance is satisfied;

when it is decided that the maintenance is required, creating a maintenance service assisting program that includes information necessary for maintenance order including identification of an equipment maintenance service enterprise and that can be used for maintenance order and, [and] transmitting the program to the customer system via [the] a network; and

upon acceptance of a maintenance order from a customer system to an equipment maintenance service enterprise, creating a maintenance enterprise assisting program that includes information necessary for fetching the equipment information of the customer which has made the order and that can be used for maintenance work, and transmitting the program to the equipment maintenance service enterprise system via the network.

6. (Once Amended) A maintenance work assisting server [for connecting to respective customer systems via a network and assisting via the network the customers in an equipment maintenance work, the server] comprising:

a communication block for communication with customer systems via [the] a network;

a profile storage block for accepting and storing a maintenance service content requested by a customer via a customer system;

an equipment data storage block for storing equipment information concerning [the] a customer equipment of the customers registered (loaded) in the profile recording block according to the maintenance service content; and

an analysis block for analyzing the equipment information recorded in the equipment data recording block, deciding whether the equipment should be subjected to maintenance, and when maintenance is required, creating a maintenance service assisting program for use in maintenance order and transmitting the program to a corresponding customer system via the communication block.

7. (Once Amended) A maintenance work assisting server [connected to equipment maintenance service enterprise system via a network for assisting the equipment maintenance service enterprise systems via the network; the server] comprising:

a communication block for communicating via [the] a network with [the] respective equipment maintenance service enterprises;

a profile recording block for accepting available maintenance work menu loaded by the respective equipment maintenance service enterprises and storing the menu; and

an analysis block for accepting a maintenance order from a customer system to a maintenance service enterprise and creating a maintenance enterprise assisting program that includes information for fetching equipment information of [the] a customer which has ordered the maintenance and that can be used for performing the maintenance, and transmitting the program via the communication block to the corresponding maintenance service enterprise system.

8. (Once Amended) A maintenance work assisting server [connected to respective customer systems and respective equipment maintenance service enterprise systems via a network for assisting the customer system and equipment maintenance service enterprises in an equipment maintenance work, the server] comprising:

a communication block for communicating with [the] customer systems and [the] equipment maintenance service systems via a network;

a profile recording block for accepting an equipment maintenance service content requested from a customer system and storing a maintenance service content, and accepting an available maintenance work menu loaded by [the] an equipment maintenance service enterprise and storing the menu; and

an analysis block for fetching equipment information concerning [the] a customer equipment according to the maintenance service content from the customer system and analyzing the information,

wherein when a maintenance condition is satisfied and a corresponding maintenance is decided to be performed, a maintenance service assisting program is created that includes information serving as a basis for requiring the maintenance and information required for maintenance order including identification of a maintenance service enterprise and the program is transmitted via the communication block to the corresponding customer system, and

upon acceptance of a maintenance order from a customer to a maintenance service enterprise via the communication block, a maintenance enterprise assisting program is created that includes information necessary for fetching the customer equipment information ordered by the customer and that can be used for performing maintenance, and the program is transmitted via the communication block to the maintenance service enterprise system.

### ABSTRACT OF THE DISCLOSURE

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The present invention provides an equipment maintenance work assisting method including accepting and storing a maintenance service content which a customer has specified from a customer system and information indicating a range that can be disclosed about a customer equipment. The method also includes fetching and analyzing equipment information about the customer equipment according to the maintenance service content which has been loaded from the customer system, to decide whether a condition for performing maintenance is satisfied. When it is decided that the maintenance is required, a maintenance service assisting program is created that can be used for maintenance order and that includes information serving as a basis to determine that the maintenance is required and information required for maintenance order, and the program is transmitted to the customer via a network.